



## **Child Support Services Satisfaction Survey Non-Custodial Parent**



Sponsored by:

Office of Child Support Enforcement  
Department of Health and Human Services  
370 L'Enfant Promenade, SW  
Washington, DC 20201

Please return your completed questionnaire using the enclosed envelope to

**SURVEY CONTRACTOR NAME AND ADDRESS**

## INSTRUCTIONS

Thank you for taking the time to complete this survey. Directions for filling it out are provided with each question. Because not all questions apply to everyone, you may be asked to skip certain questions.

This survey will ask you about your satisfaction with the services you receive from your state child support agency. For us to determine how non-custodial parents can be best served, we need to have you record your answers as honestly as possible. All the information you provide will be completely confidential.

When answering questions that require marking a box, please use an "X."

Follow all "GO TO" instructions *after* marking a box. If no "GO TO" instruction is provided, you should continue to the next question.

Either a pen or pencil may be used.

If you have questions about the survey, or require assistance, please call XXXXX, at (XXX) XXX-XXXX.

**Thanks again for your help. We appreciate your participation!**

**1. How old are each of the children for whom you are obligated to pay child support?**

CHILD	AGE (ENTER AGE IN YEARS OR MONTHS)
Oldest child	_____  years old OR  _____  months old
Child 2	_____  years old OR  _____  months old
Child 3	_____  years old OR  _____  months old
Child 4	_____  years old OR  _____  months old
Child 5	_____  years old OR  _____  months old
Child 6	_____  years old OR  _____  months old
Child 7	_____  years old OR  _____  months old
Child 8	_____  years old OR  _____  months old

**2. When were you first obligated to pay child support for one or more of the children listed above?**

- 01 Less than 6 months ago
- 02 Between 7 to 12 months ago
- 03 1 to 2 years ago
- 04 3 to 5 years ago
- 05 6 to 10 years ago
- 06 More than 10 years ago

**3. When did you last speak to a case worker or other representative from the child support agency?**

- 01 Less than a week ago
- 02 Between 1 to 4 weeks ago
- 03 1 to 6 months ago
- 04 7 to 12 months ago
- 05 More than a year ago
- 06 I've tried to speak to a case worker or other representative, but have been unable to do so GO TO QUESTION 13
- 07 I've never tried to speak to a case worker or other representative GO TO QUESTION 13

**4. Think about the most recent time you spoke to a case worker or other representative at the child support agency. Did you speak by telephone or in person?**

- 01 Spoke by telephone GO TO QUESTION 5
- 02 Spoke in person GO TO QUESTION 6

**5. Think about this most recent telephone contact. How long did you wait before you actually spoke to a case worker or other representative?**

- 01 The call was answered almost immediately GO TO QUESTION 9
- 02 I was put on hold for a short while GO TO QUESTION 9
- 03 I was put on hold for a long time GO TO QUESTION 9

**6. Think about this most recent in person contact (when you actually spoke to the child support agency case worker or representative). Did you have an appointment?**

- 01 Yes
- 02 No

**7. How long did you wait at the child support agency before you actually spoke to a case worker or other representative?**

- 01 Less than 15 minutes
- 02 Between 15 and 30 minutes
- 03 Between 30 minutes and 1 hour
- 04 More than 1 hour

**8. Were you able to speak in a private area where nobody else could hear you talk about your case?**

- 01 Yes
- 02 No

**9. During this most recent contact, what were the main issues discussed?**

**MARK AN (X) FOR ALL THAT APPLY**

- 01 Paternity establishment
- 02 Opening a new child support case
- 03 Missing or late child support checks
- 04 Changing a child support order
- 05 A visitation order
- 06 Change in mailing address or telephone
- 07 Medical insurance
- 08 How to complete forms
- 09 Agency policies or state law
- 10 Other (PLEASE SPECIFY)

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**10. Thinking about this most recent contact, how much do you agree or disagree with the following statements about the case worker or other representative who spoke with you?**

<b>MARK ONE (X) FOR EACH QUESTION</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
a. He or she was polite and courteous . . .	01	02	03	04
b. He or she was knowledgeable about my case . . . . .	01	02	03	04
c. He or she listened closely to my questions and concerns . . . . .	01	02	03	04
d. He or she gave clear answers to my questions . . . . .	01	02	03	04
e. He or she clearly explained my options . . . . .	01	02	03	04
f. He or she clearly explained what happens next . . . . .	01	02	03	04

**11. During this most recent contact, were you able to get all the information you needed?**

- 01 Yes
- 02 Only some of the information
- 03 No

**12. During this most recent contact, overall how satisfied were you with how you were treated?**

- 01 Very satisfied
- 02 Satisfied
- 03 Somewhat satisfied
- 04 Somewhat dissatisfied
- 05 Dissatisfied
- 06 Very dissatisfied

**13. Have you ever called a toll free telephone number to get information about your child support case(s)?**

01 No GO TO QUESTION 14

02 Yes

(If "Yes") **13a. Did you get all the information you needed?**

01 Yes

02 Only some of the information

03 No

04 Don't know or not sure

**14. Did you ever try to use a computer to get information from your child support agency's Internet website?**

01 No GO TO QUESTION 15

02 Yes

(If "Yes") **14a. Did you get all the information you needed?**

01 Yes

02 Only some of the information

03 No

04 I could not find a website

05 The child support agency does not have a website

**15. Have you ever left a voice mail message for the child support agency?**

01 No GO TO QUESTION 16

02 Yes

(If "Yes") **15a. Did someone return your call?**

01 Yes

02 No

03 Don't remember or not sure

**16. Have you ever received a letter or forms from the child support agency?**

- 01 Yes GO TO QUESTION 17  
 02 No GO TO QUESTION 18  
 03 Don't remember, not sure GO TO QUESTION 18

**17. Think about the last time that you received a letter or forms from the child support agency. How much do you agree or disagree with the following statements?**

MARK ONE (X) FOR EACH QUESTION		Strongly Agree	Agree	Disagree	Strongly Disagree
a.	The material was easy to understand . . .	01	02	03	04
b.	I had difficulty understanding the letter or filling out the forms . . . . .	01	02	03	04
c.	I had to ask someone to translate for me . . . . .	01	02	03	04
d.	I had to ask someone to explain the forms . . . . .	01	02	03	04
e.	I was unable to understand the letter or fill out the forms . . . . .	01	02	03	04
f.	I never read letters sent to me by the child support agency . . . . .	01	02	03	04

**18. Have you ever received a brochure or other document from the courts or the child support agency describing the following items?**

MARK ONE (X) FOR EACH QUESTION		YES	NO	Don't Know or Not Sure
a.	The services available at your child support agency.		01	02
03				
b.	The rights and responsibilities of custodial and non-custodial parents . . . . .	01	02	03
c.	How the amount of the child support award is determined . . . . .	01	02	03
d.	What to do if you lose your job or are unable to pay child support . . . . .	01	02	03
e.	How to apply for a revision of the child support award . . . . .	01	02	03
f.	What to do if you move out of state . . . . .	01	02	03
g.	How to establish a payment plan with the child support agency . . . . .	01	02	03



Some parents have more than one child support case. The next several questions ask about your experience with up to three child support cases for which you are currently obligated to pay child support.

**19. For how many cases do you currently pay child support?**

- 01     1 Case     Please record answers for this case in the CASE #1 column below. Leave columns #2 and #3 blank. GO TO QUESTION 20
- 02     2 Cases     Please record answers for each case in the CASE #1, and #2 columns below. Leave column #3 blank. GO TO 19a
- 03     3 Cases     Please record answers for each case in the CASE #1, #2, and #3 columns below. GO TO 19a
- 04     More Than 3 Cases  
Please record answers for the three cases where you have been paying child support **most recently**. Record answers for each case in the CASE #1, #2, and #3 columns below. GO TO 19a

**19a.** Decide which case will be CASE #1, #2, and #3. Always record answers for  
CASE #1 in the CASE #1 columns below  
CASE #2 in the CASE #2 columns below  
CASE #3 in the CASE #3 columns below

**20. Would you say that the amount of child support that you are obligated to pay for each case is generous, just right, or too little?**

	CASE #1	CASE #2	CASE #3
Generous . . . . .	01	01	01
Just right . . . . .	02	02	02
Too little . . . . .	03	03	03
Not applicable (payment amount not yet established) . .	04	04	04

21. The following statements are about paying some amount of child support in the past six months. Which is true for you?

MARK ONLY ONE (X) FOR EACH CASE	CASE #1	CASE #2	CASE #3
<b>Every month</b> (during the past six months), <u>some amount</u> of child support was deducted from my wages. . . . .	01	01	01
<b>Every month</b> (during the past six months), I paid <u>some amount</u> of child support by check or cash. . . . .	01	01	01
<b>Some months</b> (during the past six months) I paid <u>some amount</u> , some months I did not pay . . . . .	02	02	02
I was not able to pay anything (during the past six months) GO TO QUESTION 24 . . . . .	03	03	03

22. During the past six months, when you did pay child support, how often did you pay the full amount for each case?

	CASE #1	CASE #2	CASE #3
Always the full amount . . . . .	03	03	03
Sometimes the full amount . . . . .	03	03	03
Never the full amount . . . . .	03	03	03

23. During the past six months, when you did pay child support, how often did you pay it on time for each case?

	CASE #1	CASE #2	CASE #3
Always on time . . . . .	01	01	01
Sometimes on time, sometimes late . . . .	02	02	02
Always late . . . . .	03	03	03

**24. How well do you get along with the child(ren) in each case where you pay child support?**

	<b>CASE #1</b>	<b>CASE #2</b>	<b>CASE #3</b>
Excellent . . . . .	01	01	01
Good . . . . .	02	02	02
Poor . . . . .	03	03	03
I have no contact with them . . . . .	04	04	04

**25. How has the child support agency services affected how you get along with the child(ren) for whom you pay child support?**

<b>MARK ONLY ONE (X) FOR EACH CASE</b>	<b>CASE #1</b>	<b>CASE #2</b>	<b>CASE #3</b>
The agency has made me more aware of my responsibilities as a parent . . . . .	01	01	01
The agency has upset me and hurt the relationship with the child(ren) . . . . .	02	02	02
The agency has had no effect on my relationship with the child(ren) . . . . .	03	03	03
I have no contact with the child(ren) in this case . . . . .	04	04	04

**26. How has the child support agency services affected how you get along with the custodial parent for each case where you pay child support?**

MARK ONLY ONE (X) FOR EACH CASE	CASE #1	CASE #2	CASE #3
The agency has improved the relationship with the custodial parent . . .	01	01	01
The agency has upset the relationship with the custodial parent . . . . .	02	02	02
The agency has had no effect on the relationship with the custodial parent. . .	03	03	03
I have little or no contact with the custodial parent . . . . .	04	04	04

**27. During the past six months, which of the following have you provided at least once for each case where you pay child support?**

MARK AN (X) FOR ALL THAT APPLY	CASE #1	CASE #2	CASE #3
a. Diapers or baby food . . . . .	01	01	01
b. Babysitting . . . . .	02	02	02
c. Shoes and clothing . . . . .	03	03	03
d. Groceries . . . . .	04	04	04
e. School supplies . . . . .	05	05	05
f. Cash for the custodial parent . . . .	06	06	06
g. Allowance for the child(ren) . . . .	07	07	07
h. Christmas/birthdays presents . . . .	08	08	08
i. Help with medical bills . . . . .	09	09	09
j. Transportation . . . . .	10	10	10
k. Other (PLEASE EXPLAIN ) . . . . .	11	11	11

\_\_\_\_\_

**28. How satisfied are you with the services that the child support agency provides to the child(ren) for whom you pay child support?**

- 01 Very satisfied
- 02 Satisfied
- 03 Somewhat satisfied
- 04 Somewhat dissatisfied
- 05 Dissatisfied
- 06 Very dissatisfied

**29. How satisfied are you with the rules for requesting a change to the child support award?**

- 01 Very satisfied
- 02 Satisfied
- 03 Somewhat satisfied
- 04 Somewhat dissatisfied
- 05 Dissatisfied
- 06 Very dissatisfied
- 07 Did not know that I could request a change

**30. What is your month and year of birth?**

|\_\_\_\_\_| 19 |\_\_\_\_\_|  
Month Year

**31. Are you male or female?**

- 01 Male
- 02 Female

**32. Which of the following best describes your race or ethnic background?**

- 01 American Indian or Alaskan Native
- 02 Asian or Pacific Islander
- 03 Black, not of Hispanic origin
- 04 Hispanic
- 05 White, not of Hispanic origin
- 06 Other, specify \_\_\_\_\_

**33. What is the highest level of education you completed?**

- 01 Less than high school degree
- 02 High school degree or GED
- 03 Vocational training or some college
- 04 College degree or higher

**34. During the past six months, did you receive food stamps?**

- 01 Yes
- 02 No

**THANK YOU FOR COMPLETING THIS SURVEY**  
**Please return the completed survey in the envelope provided to:**  
**SURVEY CONTRACTOR NAME AND ADDRESS**